

**In the claims:**

1. (currently amended) A method of operating a combined on-line and physical retail store for an on-line shopper, comprising the steps of:

receiving at a web server ~~a request~~ an order for an item by an on-line shopper;

determining via the server an approximate quantity of the item available for purchase by the on-line shopper;

adjusting via the server the approximate quantity responsive to a quantity-held estimate of a number of units of the item held by in-person shoppers who physically removed said units of the item from inventory prior to checkout by the in-person shoppers to provide an adjusted quantity;

comparing via the server the adjusted quantity with a first threshold; and

when the adjusted quantity is less than the first threshold, invoking a corrective action.

2. (original) The method of claim 1, wherein the quantity-held estimate is dependent upon an average number of the item

1 purchased historically during a specified period of time.

1 3. (original) The method of claim 1, wherein the quantity-held  
2 estimate is dependent upon a time of day.

1 4. (original) The method of claim 1, wherein the quantity-held  
2 estimate is dependent upon a day of a week.

3 5. (original) The method of claim 1, wherein the quantity-held  
4 estimate is dependent upon proximity to a holiday.

1 6. (cancelled)

2 7. (cancelled)

1 8. (cancelled)

1 9. (previously amended) The method of claim 1, wherein the step  
2 of invoking includes the steps of monitoring the approximate  
3 quantity when the adjusted quantity is less than the first  
4 threshold, and informing the on-line shopper when the approximate  
5 quantity falls below a second threshold.

1 10. (cancelled)

1 11. (currently amended) A computer program product for  
2 instructing a server to operate a combined on-line and physical  
3 retail store, the computer program product comprising:

4 a computer readable medium;

5 first program instruction means for receiving at a web  
6 server ~~a request~~ an order for an item by an on-line shopper;

7 second program instruction means for determining via the  
8 server an approximate quantity of the item available for purchase  
9 by the on-line shopper;

10 third program instruction means for adjusting via the server  
11 the approximate quantity responsive to a quantity-held estimate  
12 of a number of units of the item held by in-person shoppers who  
13 physically removed said units of the item from inventory prior to  
14 checkout by the in-person shoppers to provide an adjusted  
15 quantity;

16 fourth program instruction means for comparing via the  
17 server the adjusted quantity with a first threshold; and

18 fifth program instruction means for when the adjusted  
19 quantity is less than the first threshold, invoking a corrective  
20 action; and wherein

1           all said program instruction means are recorded on said  
2 medium.

3       12. (currently amended) A method of deploying process software  
4 for operating a combined on-line and physical retail store, the  
5 method comprising:

6           installing the process software on a web server; and

7           invoking the process software to perform the steps of:

8           receiving at a web server ~~a request~~ an order for an item by  
9 an on-line shopper;

10          determining via the server an approximate quantity of the  
11 item available for purchase by the on-line shopper;

12          adjusting via the server the approximate quantity responsive  
13 to a quantity-held estimate of a number of units of the item held  
14 by in-person shoppers who physically removed said units of the  
15 item from inventory prior to checkout by the in-person shoppers  
16 to provide an adjusted quantity;

17          comparing via the server the adjusted quantity with a first  
18 threshold; and

1           when the adjusted quantity is less than the first threshold,  
2   invoking a corrective action.  
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